



## Effective communication

Bringing a new level of human interface for those that need to talk.

Many people talk about being assertive and have no idea what this actually means. This course brings clarity to the subject and deals with making all your communications effective.

1

### Course outline

Understand Before You're Understood; Communications Imperatives; Confidence Through Body Language; The Impact Of NLP; Creating A Positive Atmosphere; Assertive Behaviour.

2

### Learning outcomes

How to listen and understand before being understood; Why assertiveness works, and how to use it; How to attain commitment in communication; How to make distance a friend not an enemy; The importance of recency and primacy psychology; How to create an atmosphere of positive communications.

